



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

XO Communications Services, Inc.
for quarter ending June 30, 2012

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.30	9.80	9.70	9.60
B. Operator Answer Time - Information [730.510(a)(1)]	8.00	3.00	1.00	4.00
C. Repair Office Answer Time [730.510(b)(1)]	0.45	0.93	0.58	0.65
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.63	0.66	1.00	0.76
E. Percent of Service Installations [730.540(a)]	97.00%	100.00%	100.00%	99.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	96.80%	88.20% *	88.90% *	91.30% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.88	0.48	0.06	0.47
H. Percent Repeat Trouble Reports [730.545(c)]	2.80%	8.50%	12.00%	7.80%
I. Percent of Installation Trouble Reports [730.545(f)]	4.20%	2.70%	4.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments

Currently, XO is unable to provide data for Section 730(J) and (K); 732.30(a)(F) through 732.30(a)(H); 732.30(b) and Section 732.30(c), but hopes to do so in the future.



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